

Governor's Award for Service and Quality Improvement

The Department of Printing received the Governor's Award for Service and Quality Improvement in October 2000. The award recognizes teams in state government who have demonstrated excellence in one or more of the following areas:

- Cutting red tape
- Improving customer service
- Improving efficiency
- Reducing and/or avoiding costs

Teams are nominated by their agencies as the best of the best. The Governor's Office selects a few truly exceptional teams each quarter to receive this award based on principles of the Malcolm Baldrige National Quality Award.

The following is a summary of the award-winning project.

Online Ordering System

Business cards and letterhead were traditionally ordered via manual completion and hard copy mailings. Upon receiving the order, Department to Printing (PRT) would process the job through planning and production, ship the order and invoice the customer. The Online Ordering System enables orders to be submitted via the Internet. PRT also batches all orders so customers consistently receive quantity price breaks. Further, customers are invoiced monthly for all jobs on an open requisition, thereby reducing FTE hours for customer agencies and PRT. The new process simplifies ordering, reduces spoilage costs previously associated with typesetting errors, and decreases turnaround times.

Results

- Increased convenience for customers resulting in improved customer satisfaction
- Reduced business card costs by approximately 20%
- Decreased business card turnaround time by an average of 67%
- Increased accuracy, resulting in reduction of spoilage costs
- Reduced typesetting, proofing and planning time by an anticipated 2192 hours per year, resulting in approximately \$55,500 in cost savings to customers and PRT

Team Name: Just Email It

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